<u>CLAIMS</u>

1.   (Currently Amended) A method of guiding an ongoing conversation taking place between a client and a live agent through a communication system including a processor such method comprising:

automatically detecting identity of the client and the processor automatically detecting information content of the ongoing conversation by monitoring the ongoing conversation;

automatically determining a conversational goal of the client from the detected information content by the processor; and

the processor automatically prompting the agent with suggested subject matter and suggested responses based upon the detected information content of the conversation and the conversational goal of the client to automatically guide the conversation towards the goal of the client and to adapt<u>, during the conversation,</u> conversational content of the suggested responses to ~~of~~ the agent to changes in conversational tendencies of the client determined by the processor during the conversation.

2.   (Previously Presented) The method of guiding a conversation as in claim 1 further comprising automatically detecting the conversational tendencies of the client by the processor during the conversation including word inflection of the client and using the detected tendencies to guide the conversation.

3.   (Previously Presented) The method of guiding a conversation as in claim 1 wherein the conversational goal includes at least achieving a desired level of comfort with the agent.

4.   (Previously Presented) The method of guiding a conversation as in claim 1 further comprising measuring the emotional state of the client and adapting the

subject matter and response suggestions to changes in the emotional state of the client.

5. (Previously Presented) The method of guiding a conversation as in claim 1 wherein the conversational goal is not constant during the conversation and the step of detecting the information content further comprises monitoring the conversation to detect changed goals and emotional state of the client during the conversation and modifying suggested responses in response to changes in the emotional state.

6. (Previously Presented) The method of guiding a conversation as in claim 1 wherein the step of detecting an information content of the conversation further comprises performing stress analysis on a voice of the client to determine an emotional state of the client during the conversation, and adapting suggested responses to the emotional state in response thereto.

7. (Previously Presented) The method of guiding a conversation as in claim 6 claim 1 wherein the step of detecting further comprises dividing the conversation into a greeting portion and a business portion, and if a predetermined period passes during the greeting portion, or key words are detected which are inconsistent with the greeting portion, then prompting the agent toward a call objective.

8. (Previously Presented) The method of guiding a conversation as in claim 6 wherein the step of performing stress analysis further comprises measuring a word rate of the voice of the client to detect changes in the emotional state of the client.

9. (Original) The method of guiding a conversation as in claim 1 wherein the step of suggesting a conversation topic further comprises displaying a text message on a terminal used by the agent.

10.   (Original) The method of guiding a conversation as in claim 1 wherein the step of suggesting a conversation topic further comprises providing an audible message through an earphone of the agent heard only by the agent.

11.   (Previously Presented) An apparatus for guiding on going conversation taking place between a client and a human agent through a communication system such apparatus comprising:

        means for automatically detecting an information content of the ongoing conversation;

        means for automatically determining a conversational goal of the client from the detected information content and

        means for automatically suggesting subject matter and responses to the agent based upon the detected information of the conversation and the conversational goal of the client to automatically guide the conversation towards the goal of the client and during the conversation to adapt conversational content of the suggested responses to the agent to changes during the conversation in the emotional state of the client.

12.   (Previously Presented) The apparatus for guiding a conversation as in claim 11 further comprising means for automatically determining conversational tendencies of the client during the conversation including at least a desire of the client to proceed immediately to the goal of the client.

13.   (Previously Presented) The apparatus for guiding a conversation as in claim 11 wherein the conversational goal includes at least achieving a desired level of comfort with the agent.

14.   (Previously Presented) The apparatus for guiding a conversation as in claim 11 further comprising means for measuring the emotional state of the client

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and adapting the subject matter and response suggestions to changes in the emotional state of the client.

15.　　(Original)　The apparatus for guiding a conversation as in claim 11 wherein the means for detecting the information content further comprises means for recognizing a voice content of a conversation between the client and the agent.

16.　　(Previously Presented)　The apparatus for guiding a conversation as in claim11 wherein the conversational goal is not constant during the conversation and the means for detecting an information content of the conversation further comprises means for monitoring the conversation to detect changed goals during the conversation and for adapting suggested responses in response thereto.

17.　　(Original)　The apparatus for guiding a conversation as in claim 17 wherein the means for performing stress analysis further comprises means for measuring a voice pitch of the voice of the client.

18.　　(Original)　The apparatus for guiding a conversation as in claim 16 wherein the means for performing stress analysis further comprises means for measuring a word rate of the voice of the client.

19.　　(Original)　The apparatus for guiding a conversation as in claim 11 wherein the means for suggesting a conversation topic
further comprises means for displaying a text message on a terminal used by the agent.

20.　　(Original)　The apparatus for guiding a conversation as in claim 11 wherein the means for suggesting a conversation topic further comprises means for providing an audible message through an earphone of the agent heard only by the agent.

21.   (Currently Amended) An apparatus for guiding on ongoing conversation taking place between a client and a live agent through a communication system, such apparatus comprising:

a voice recognition application to automatically detect an information content of the ongoing conversation;

a content analysis application within a processor of the communication system to automatically determine a conversational goal of the client from the detected information content and to re-analyze recent exchanges during the conversation between the agent and the client to identify optional goals and ambiguities in response to detection of irritation of the client; and

a prompter to automatically suggest subject matter and responses to the agent during the conversation based upon the detected information and the conversational goal of the client to automatically guide the conversation towards the goal of the client and to ~~adapt~~adjust, during the conversation, ~~content of~~ the suggested responses to the agent in response to changes in ~~conversational tendencies of the client during the~~ content and course of the conversation and to suggest optimal paths to be followed by the agent to clarify any identified optional goals and ambiguities.

22.   (Previously Presented) The apparatus for guiding a conversation as in claim 21 further comprising a database of customer records configured to determine an identity of the client from the detected information content.

23.   (Previously Presented)   The apparatus for guiding a conversation as in claim 21 wherein the voice recognition application further comprises a voice analyzer to perform stress analysis on a voice of the client.

24.   (Previously Presented)   The apparatus for guiding a conversation as in claim 21 wherein the conversational goal is not constant during the conversation

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and wherein the content analysis application monitors the conversation to detect changed goals during the conversation and adapts suggested responses to the changed goals.

25.   (Previously Presented)   The apparatus for guiding a conversation as in claim 21 wherein the content analysis application divides the conversation into a greeting portion and a business portion, and if a predetermined period passes during the greeting portion, or key words are detected which are inconsistent with the greeting portion, then prompting the agent towards a call objective.